

Service Delivery Budget Implementation Plan SDBIP



//KHARA HAIS MUNICIPALITY

2009/2010 - Review

REPORTS ON SDBIP - //KHARA HAIS MUNICIPALITY



DEPARTMENT		FUNCTIONAL SECTION
MUNICIPAL MANAGER	1	Municipal Manager
	2	Internal Audit
	3	Risk Management
	4	Communications and Client Service
	5	Office of the Mayor and Speaker
	6	LED/ Tourism and Resorts
	7	IDP
	8	PMS
CORPORATE SERVICES	1	Corporate Services Office
	2	Administration Services
	3	Legal Services
	4	Human Resources
	5	Information Technology
	6	Security Services
DEVELOPMENTAL SERVICES	1	Head Development Services
	2	Disaster Management Services
	3	Fire services
	4	Traffic Services
	5	Library Services
	6	Environmental Management
	7	Cleansing
	8	Primary Health Care Services
TECHNICAL SERVICES	1	Head Technical Services
	2	Electrical Services
	3	Roads
	4	Storm water
	5	Sewerage Maintenance
	6	Building Construction
	7	Civil Engineering - Water and Parks
	8	Parks and Recreation
	9	Water Works
	10	Sewerage Works
	11	Town Planning & Building Control
	12	Town Planning
	13	Building Control
	14	Housing Service
FINANCIAL SERVICES	1	Head : Financial Services
	2	Billing
	3	Cash Management
	4	Expenditure
	5	Supply Chain Management
	6	Assets
	7	Collections
	8	Stores
	9	Budget and Treasury



SDBIP INFO



EVIDENCE GUIDE SDBIP



ORGANISATIONAL DASH



SOURCE FILES



THE SDBIP – //KHARA HAIS MUNICIPALITY 2008/2009

THE SDBIP – //KHARA HAIS MUNICIPALITY 2008/2009

The Service Delivery Budget Implementation Plan (SDBIP) is seen as a contract between the administration, council and community within the boundaries of KHARA HAIS municipality expressing the goals and objectives set by the council as quantifiable outcomes that can be implemented by the administration over the next twelve months.

It is a management, implementation and monitoring tool that will assist the Executive Mayor, Councillors, Municipal Manager, Senior Managers and community.

The definition of a SDBIP in accordance with the MFMA 56 of 2003:

“a detailed plan approved by the mayor of a municipality in terms of section 53(1)(c)(ii) for implementing the municipality’s delivery of services and the execution of its annual budget and which must include the following:

(a) projections for each month of-

- (i) revenue to be collected, by source; and
- (ii) operational and capital expenditure, by vote;

(b) service delivery targets and performance indicators for each quarter”.



Rating Scales

Outstanding performance

Performance far exceeds the standard expected of an employee at this level. The appraisal indicates that the Employee has achieved above fully effective results against all performance criteria and indicators as specified in the PA and Performance plan and maintained this in all areas of responsibility.

Performance significantly above expectations

Performance is significantly higher than the standard expected in the job. The appraisal indicates that the Employee has achieved above fully effective results against more than half of the performance criteria and indicators and fully achieved all others.

Fully effective

Performance fully meets the standards expected in all areas of the job. The appraisal indicates that the Employee has fully achieved effective results against all significant performance criteria and indicators as specified in the PA and Performance Plan.

Performance not fully effective

Performance is below the standard required for the job in key areas. Performance meets some of the standards expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against more than half the key performance criteria and indicators as specified in the PA and Performance Plan.

Unacceptable performance

Performance does not meet the standard expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the PA and Performance Plan. The employee has failed to demonstrate the commitment or ability to bring performance up to the level expected in the job despite management efforts to encourage improvement.



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT : **MUNICIPAL MANAGER**

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring
					Target	Target	Target	Target	Mechanism / Annual Performance
1	Municipal Manager								
2	Corporate administration establishment								
3	Established municipal organisation in compliance with legislation through the development, review, and maintainance of service delivery mechanisms	Report on measures to improve organisational structure	Quarterly reports		1 report	1 report	1 report	1 report	
		Functional structure aligned with Council needs	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
5	Management team support	Number of scheduled Management team meetings	Monthly meetings		3 sets of minutes	3 sets of minutes	3 sets of minutes	3 sets of minutes	
6	Audit Committee operational	Functional establishment	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
7	Corporate financial management and control								
8	Compile, monitor and control departmental budget	% deviation of actual expenditure vs budget	Monthly reviewed	5% within budget.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	
9	Corporate Intergovernmental Relations								
10	Establish and maintain inter-governmental relations	Number of interactions with other govermental institutions							
11	Occupational Health & Safety Programme								
12	Occupational Health and Safety	Functional establishment	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
13	Strategic Services								
14	Strategic Services								
15	Strategic Service section	Functional establishment	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
16	Human Resource Management								
17	Human Resource section	Functional establishment	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
18	Communications and Client Service: Establish and maintain Communications and Clients Services function								



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT : MUNICIPAL MANAGER

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring
					Target	Target	Target	Target	Mechanism / Annual Performance
19	Communications and Client Service function	Function operational	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
20	Human settlement and Development: Establish and manage Human settlement and development function								
21	Human settlement and Development function	Function operational	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
22	IDP and PMS: Establish and manage the IDP and PMS function								
23	IDP and PMS function	Function operational	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
24	LED /Tourism and Resorts: Establish and manage the LED/Tourism and resorts function								
25	LED /Tourism and Resorts function	Function operational	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
26	Public participation and ward committees: Establish and manage public participation and ward committee function								
27	Public participation and ward committees	Function operational	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
28	Internal Audit and Risk Management								
29	Corporate Internal Audit								
30	Internal Audit Plan	Approved Internal Audit plan	Plan approved					Plan approved	
		Number of reports issued based on scheduled audit activities	Scheduled activities per the audit plan						
32	Audit Committee	Number of scheduled Audit committee meetings	Quarterly		1 meeting	1 meeting	1 meeting	1 meeting	
33	Corporate Risk Management								
34	Risk Management	Approved Risk Management framework and strategy	Framework approved	Sep-09	Startegy approved				
		Number of scheduled risk assessments performed	Scheduled activities per the risk startegy						



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT : STRATEGIC SERVICES

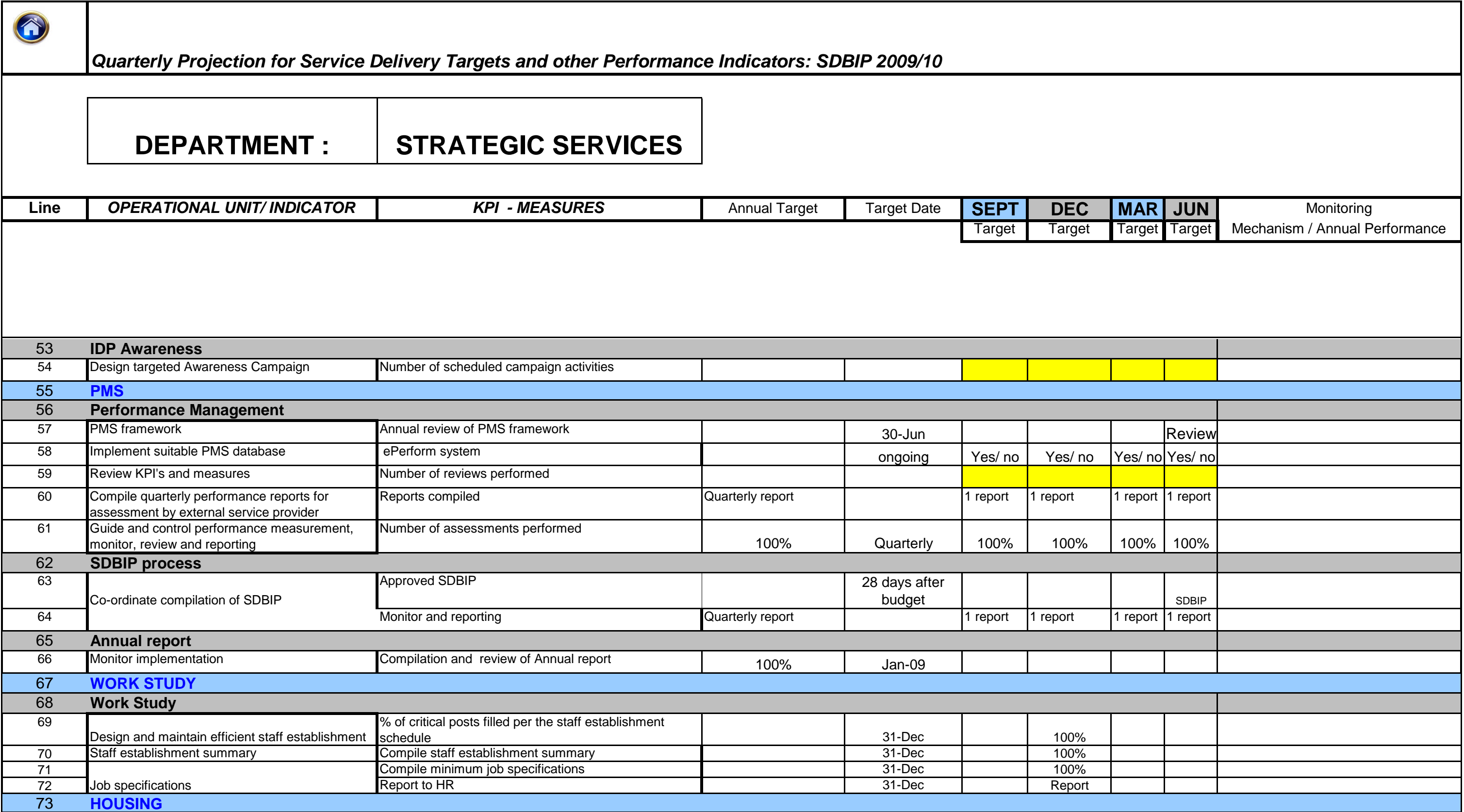
Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
1	Head : Strategic Services								
2	Financial administrative control of departmental budget								
3	Compile, monitor and control departmental budget	% deviation of actual expenditure vs budget	Monthly reviewed	5% within budget.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	
4	Communications and Client Service								
5	Corporate Communication								
6	Establish and maintain a communication strategy	Approved communication strategy	Strategy	30-Jun					
7		Updated media policy	Policy approved						
8	Municipal communications	Number of liason activities							
9		Number of communication forum meetings	Monthly meetings		3 meetings	3 meetings	3 meetings	3 meetings	
10		Number of information sessions							
11		Updated municipal website	Yes/ no		Yes/ no	Yes/ no	Yes/ no	Yes/ no	
12		Report on no of hits	Monthly reports		3 reports	3 reports	3 reports	3 reports	
13		Number of liason activities with media							
14		Report on press releases and media coverage	Monthly reports		3 reports	3 reports	3 reports	3 reports	
15	Client Service								
16	Client Service Plan	Approved plan	Approved	30-Jun					
17	Adminstration of client queries	% of queries attended to	100%		100%	100%	100%	100%	
18	Office of the Mayor and Speaker								
19	Ward Administration								
20	Public Participaction Policy	Approve policy	Policy approved	30-Sep	Approved policy				
21	Ward Committee policy	Approve policy	Policy approved	30-Sep	Approved policy				
22	Policy on Out of Pocket Allowances	Approve policy	Policy approved	30-Sep	Approved policy				
23	Ward Committee Establishment	Functioning Ward Committees	12 Functioning Ward Committees		Yes/ no	Yes/ no	Yes/ no	Yes/ no	



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT : STRATEGIC SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT Target	DEC Target	MAR Target	JUN Target	Monitoring Mechanism / Annual Performance
24		% of scheduled Ward Committee Meetings held	132 meetings		33 meetings	33 meetings	33 meetings	33 meetings	
25		Nr of scheduled ward based community meetings	3 per ward per year						
26	Ward Committee Training	Number of training programmes executed							
27	Ward based planning	Number of interactions with wards							
28	Councillor Support								
29	Public Participation meeting	Number of public participation meetings held	Minutes of meetings						
30	Submission of Subsistence and Travel Allowances of Councillors	% of Councillors subsistence allowance processed	100%		100%	100%	100%	100%	
31	Special Programmes								
32	Execute approved special programmes	Number of special projects executed							
33	Community Development Workers								
34	Execution of CDW monitoring	Quarterly Report on CDW functioning	Quarterly report		1 report	1 report	1 report	1 report	
35	LED/ Tourism and Resorts								
36	Local Economic Development								
37	LED strategy	Quarterly and yearly reports completed	Quarterly report		1 report	1 report	1 report	1 report	
38	Job creation	Report on jobs created through LED per project	Quarterly report		1 report	1 report	1 report	1 report	
39	Business development	Report on assisted activities	Quarterly report		1 report	1 report	1 report	1 report	
40	LED Technical support programme	Report on technical support	Quarterly report		1 report	1 report	1 report	1 report	
41	Tourism								
42	Tourism Forum Support	Number of Tourism Forum meetings							
43		Report on scheduled support activities to Tourism Forum members	Monthly reports		3 reports	3 reports	3 reports	3 reports	
44	Special Projects	Report on identified special projects	Quarterly report		1 report	1 report	1 report	1 report	
45	Marketing	Number of new marketing initiatives							
46	Information Help desk	Function operational	Yes / No		Yes/ no	Yes/ no	Yes/ no	Yes/ no	
47	Resorts								
48	Manage holiday resorts	Report on resort statistics	Monthly reports		3 reports	3 reports	3 reports	3 reports	
49	IDP								
50	Review [IDP]								
51	IDP Review	Approved process plan		Aug-09	Approved Plan				
52		Reviewed IDP		Mar-10			Reviewed IDP		





Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT : CORPORATE SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
1	Head Corporate Services								
2	Occupational Health & Safety Programme								
3	Occupational Health and Safety	Functional establishment	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
4	Financial administrative control of departmental budget								
5	Compile, monitor and control departmental budget	% deviation of actual expenditure vs budget	Monthly reviewed	5% within budget.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	
6	Municipal HR Establishment								
7	Human Resource establishment	Functional structure aligned with Council needs	Yes / No - function in place		Yes / No	Yes / No	Yes / No	Yes / No	
8		Number of reviewed and development of new HR policies							
9	Policy Guidance on institutional and administrative matters								
10	Policy Guidance	Centralised policy repository	Yes / No		Yes / No	Yes / No	Yes / No	Yes / No	
11		Semester status report on policy compliance	2 Reports			1 report		1 report	
12	Performance management	Departmental performance schedule executed	SDBIP completed		1 Quarterly	1 Quarterly	1 Quarterly	1 Quarterly	Quarterly review
13	Manage corporate services personnel	Number of planned staff interactions	Monthly meetings		3 meetings	3 meetings	3 meetings	3 meetings	
14	IDP projects assigned to department	% of projects completed per status report	Quarterly Status report		1 report	1 report	1 report	1 report	
15	Administrative Services Function								
16	Administrative service	Function establishment	Quarterly report		1 report	1 report	1 report	1 report	
17	Legal Services Function								
18	Legal services	Function establishment	Quarterly report		1 report	1 report	1 report	1 report	
19	Human Resources Function								
20	Human Resources	Function establishment	Quarterly report		1 report	1 report	1 report	1 report	



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

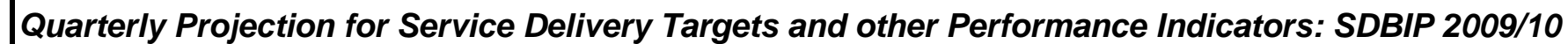
DEPARTMENT : **CORPORATE SERVICES**

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
21	Information Technology Function								
22	Information Technology Services	Function establishment	Quarterly report		1 report	1 report	1 report	1 report	
23	Security Services Function								
24	Security Services	Function establishment	Quarterly report		1 report	1 report	1 report	1 report	
25	Administration Services								
26	Archiving and registry								
27	External correspondence registration	Updated correspondence register	Yes / No	ongoing	Yes / No	Yes / No	Yes / No	Yes / No	
28	Registry services in accordance with applicable legislation	Review approved file plan	Yes / No	31/07/2009	Yes / No				
29	Reproduction/Printing	% deviation of actual expenditure vs budget	Monthly reviewed	5% within budget.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	
30	Committee secretarial support								
31	Agendas/Minutes to committees	Issuing of yearly meeting calender		31/07/2009	1 calender				
32		Number of Council, Executive and Portfolio meetings held.	7 meetings per month		28 meetings per quarter	28 meetings per quarter	28 meetings per quarter	28 meetings per quarter	
33	Committee and council resolution monitoring	Register of resolutions distributed and executed	Yes / No	ongoing	Yes / No	Yes / No	Yes / No	Yes / No	
34	Auxillary Services								
35	Cleaning Council Buildings	Approved cleaning plan		31/07/2009	1 plan				
36		Report on approved cleaning plan	Monthly reports		3 reports	3 reports	3 reports	3 reports	
37	Legal Services								
38	Co-ordinate legal function within Council								
39	Functional operation of legal services section	Operational establishment of legal services section.	Yes / No	ongoing	Yes / No	Yes / No	Yes / No	Yes / No	



DEPARTMENT :	CORPORATE SERVICES
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Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
40	Sale and Disposal of municipal land								
41	Administer sale and disposal of municipal land	Maintain land register	Yes / No	ongoing	Yes / No	Yes / No	Yes / No	Yes / No	
42	By-laws								
43	Administer by-law processes	Updating of By-law register	Yes / No	ongoing	Yes / No	Yes / No	Yes / No	Yes / No	
44	Contract Management								
45	Administration of contracts	Updated contract register	Yes / No	ongoing	Yes / No	Yes / No	Yes / No	Yes / No	
46	Legal Actions								
47	Legal matters administration	Monthly report on legal matters attended	Monthly reports		3 reports	3 reports	3 reports	3 reports	
48	Human Resources								
49	Occupational Health & Safety Programme								
50	Occupational Health & Safety	Design Occupational Health Safety Plan		30/09/2009	1 plan				
51		Approved Occupational Health and Safety plan		30/10/2009		1 plan			
52		Report on OHS plan		Quarterly			1 report	1 report	
53	Employment equity								
54	Execute EE plan	Submit quarterly reports		Quarterly		1 report	1 report	1 report	
55	Skills Development								
56	Execute WSP	Submit semester reports		Semester		1		1	
57	Training	Number of staff trained i.t.o training needs identified			100%	100%	100%	100%	
59	Facilitate job evaluation	Number of jobs evaluated	14000%						
60	Utilisation								
61	Develop succession plan	Approved plan	Plan			1 Plan			
62	Benefit administration								
63	Leave administration in accordance with collective agreement and policies	System compliance with collective agreement and policies	Yes / No	ongoing	Yes / No	Yes / No	Yes / No	Yes / No	
64		Number of leave forms not processed			zero	zero	zero	zero	
65	Labour Relations								



DEPARTMENT :	CORPORATE SERVICES
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Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
66	Labour relations administration	Quarterly reports on disciplinary and grievances	100%	Quarterly	1 report	1 report	1 report	1 report	
67	Local Labour Forum administration	Number of scheduled meetings held	Monthly meetings		3 sets of minutes	3 sets of minutes	3 sets of minutes	3 sets of minutes	
68	Recruitment and selection								
69	Staff establishment	% of critical posts filled per the staff establishment schedule		30/06/2009	n/a	n/a	n/a	1 report issued	
70		Percentage of job descriptions updated on HR database	100%		100%	100%	100%	100%	
71	Information Technology								
72	License administration								
73	Administer IT contracts and agreements	% of licenses maintained	100%		100%	100%	100%	100%	
74	Support Services								
75	Daily maintenance of network, hardware and software	% of service calls logged vs completed	80% of calls logged attended to.		80%	80%	80%	80%	
76	Policy Guidance (IT)								
77	IT policy	Number of critical issues identified through IT audit review performed by external audit.			zero	zero	zero	zero	
78	IT training	Designed training manual	1 training manual			1 training manual			
79		Number of training sessions							
80	Procurement of IT								
81	Procurement administration	Value of purchases vs approved budget	within budget						
82	Security Services								
83	Safeguard Council property								
84	Execution of approved security operational plan	Monthly report on approved security operational plan	Monthly		3 reports	3 reports	3 reports	3 reports	
85	Access control to main building	Number of incidents reported	ongoing		zero	zero	zero	zero	
86	Alarm response	Number of action taken vs alarm alerts logged			100%	100%	100%	100%	
87	Safeguarding of cash in Transit	Number of incidents reported	ongoing		zero	zero	zero	zero	
88	By-law enforcement								



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT :	CORPORATE SERVICES
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Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
89	Execution of approved law enforcement operational plan	Monthly report on approved law enforcement operational plan	Monthly		3 reports	3 reports	3 reports	3 reports	
90	Crime prevention	Number of action taken vs registered complaints			70% action taken	70% action taken	70% action taken	70% action taken	



DEVELOPMENTAL SERVICES

1	Head Development Services									
2	Emergency & Rescue service Function									
3	Emergency Services	Function establishment	Quarterly report		1 report	1 report	1 report	1 report		
4	Traffic services function									
5	Traffic Services	Function establishment	Quarterly report		1 report	1 report	1 report	1 report		
6	Library services function									
7	Library servicesl	Function establishment	Quarterly report		1 report	1 report	1 report	1 report		
8	Environmental Health services function									
9	Environmental Health services	Function establishment	Quarterly report		1 report	1 report	1 report	1 report		
10	Occupational Health & Safety									
11	Co-ordinate OHS for the municipality	Minutes of monthly OHS meetings	Monthly minutes		3 sets of	3 sets of	3 sets of	3 sets of minutes		
12	Policy guidance on institutional and developmental matters									
13	IDP projects assigned to department	% of projects completed per status report	Quarterly Status report		1 report	1 report	1 report	1 report		
14	Structured focus session	Miniutes of meetings	Monthly meetings		3 sets of minutes	3 sets of minutes	3 sets of minutes	3 sets of minutes		
15	Manage department's performance management	Numbers of performance reviews conducted	Quarterly		1 review	1 review	1 review	1 review		
16	Reporting on applicable national indicators	Annual Report - National indicators				Annual Report		National indicators report		
17	Policy and By-Laws compliance									
18	Updating of policies	Number of policies requested vs completed	100%	30/06/2009	100%	100%	100%	100%		
19	Financial administration									
20	Compile, monitor and control departmental budget	% deviation of actual expenditure vs budget	Monthly reviewed	5% within budget.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.	Monthly management information reports.		
21	Human Resource Management									



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT :

**DEVELOPMENTAL
SERVICES**

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
22	Human Resource establishment	% of critical posts filled per the staff establishment schedule	Link - National KPI	30/06/2009	n/a	n/a	n/a	1 report issued	
23	Emergency Services								
24	Disaster management function								
25	Administer disaster management plan	Annual review of compliance plan		30/09/2009	1 plan	n/a	n/a	n/a	
26	Coordinate sectoral stakeholders	No of Advise Forum meetings scheduled	Number	30/06/2009	3 meeting minutes	3 meeting minutes	3 meeting minutes	3 meeting minutes	
27		Report to council on meetings	Monthly reports	30/06/2010	3 reports	3 reports	3 reports	3 reports	
28	Operate call centre	Report incidences to Director and Council	Monthly reports		3 reports	3 reports	3 reports	3 reports	
29	Fire Fighting								
30	Fire fighting function operational	Annual performance report to Fire protection association	Report	31/01/2010	n/a	n/a	1 report	n/a	
31	Management of emergency services								
32	Emergency services function report	Monthly report to Director, and District Municipality	Monthly reports		3 reports	3 reports	3 reports	3 reports	
33	Liaise with other governmental institutions	Number of interactions with other governmental institutions							
34	Resource control	Compliance with guidelines	100%	30/06/2009	1	1	1	1	
35	Fire Training	Number internal training conducted							
36		Number of external training conducted							
37		LGSETA certificate for accreditation to provide Fire Fighting training	Certificate	31/07/2009	1 Certificate				
38	Fire prevention	Number of awareness campaigns conducted	Number	30/06/2010	12	12	12	12	
39	Traffic Services								
40	Law enforcement & Traffic Awareness								
41	Violation management	Monthly report on speed law enforcement	Monthly reports		3 reports	3 reports	3 reports	3 reports	
42		Monthly report on other law enforcement	Monthly reports		3 reports	3 reports	3 reports	3 reports	
43		Number of special operations	3 operations per month		12 operations	12 operations	12 operations	12 operations	
44		Number of escort duties performed	16 per month		64 escorts	64 escorts	64 escorts	64 escorts	



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT :

DEVELOPMENTAL
SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
45	Traffic calming assessment	% of requests for assessments completed	100%	30/06/2009	100%	100%	100%	100%	
46	Traffic education and training	Number of awareness events	Quarterly		1 event	1 event	1 event	1 event	
47	Fine administration								
48	Issuing of fines	Electronic fine administration system in place. (TCS)	Yes/ No	30/06/2009	100%	100%	100%	100%	
49		% of recoverability of fines issued	National norm 15%		15% recoverability	15% recoverability	15% recoverability	15% recoverability	
50	Contract Management	Procurement of a speed enforcement contractor	Yes / No		Yes / No	Yes / No	Yes / No	Yes / No	
51		Monthly report on contract performance	Monthly reports		3 reports	3 reports	3 reports	3 reports	
52	Learners & Drivers assessments								
53	Learners licences	Monthly report to Department of Safety and Liason	Monthly reports		3 reports	3 reports	3 reports	3 reports	
54	Drivers licences	Monthly report to Department of Safety and Liason	Monthly reports		3 reports	3 reports	3 reports	3 reports	
55	Roadworthy testing								
56	Maintain calibration equipment	Semesterly calibration tests.		September & March	1 calibration test		1 calibration test		
57	Conduct roadworthy testing	Monthly report to Department of Safety and Liason	Monthly reports		3 reports	3 reports	3 reports	3 reports	
58	Management of traffic services								
59	Liaise with other governmental institutions	Attendance of monthly inter-governmental meetings	Monthly meetings	30/06/2009	3 meeting minutes	3 meeting minutes	3 meeting minutes	3 meeting minutes	
60	Updating of NATIS system	Monthly report to Department of Safety and Liason	Monthly reports		3 reports	3 reports	3 reports	3 reports	
61	Library Services								
62	Maintain library facilities								
63	Library facilities	3 facilities functional	Yes / No		Yes / No	Yes / No	Yes / No	Yes / No	



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT :

**DEVELOPMENTAL
SERVICES**

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
64		Reporting on all users of facilities	Monthly reports		3 reports	3 reports	3 reports	3 reports	
65	Management of municipal library services								
66	Managing of the provincial library transfer payment	Compile library business plan	Business Plan	July 2009	Business Plan				
67		Monthly reports to provincial library services	Monthly reports		3 reports	3 reports	3 reports	3 reports	
68		Monthly reports to the Regional library	Monthly reports		3 reports	3 reports	3 reports	3 reports	
69	Coordinate Operational service	Availability of Internet services	Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	
70		Availability of It infrastructure	Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	
71		Reference search support	Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	
72		Report on books and magazines issued	Monthly reports		3 reports	3 reports	3 reports	3 reports	
73		Accessibility to Audio visual material	Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	
74		Availability of facsimile service to public	Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	
75		Availability of photocopying service to public	Yes/ No		Yes / No	Yes / No	Yes / No	Yes / No	
76	Outreach and development programme								
77	Events	No of approved Outreach programmes and events	Daily						
78	Environmental Health Services								
79	Manage environmental health								
80	Compile and execute Environmental Health Operational plan	Approved plan	1 Plan	30/06/2010				1 plan	
81	Provide nursing care	Report on appropriate medication stock levels	Monthly reports		3 reports	3 reports	3 reports	3 reports	
82	Primary health care services								
83	Primary health care	Function establishment	Quarterly report		1 report	1 report	1 report	1 report	
84	Cleansing / Waste services								



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT :

DEVELOPMENTAL
SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
85	Cleansing	Function establishment	Quarterly report		1 report	1 report	1 report	1 report	
86	Environmental health								
87	Health campaigns	No of complaints investigated	Number						
88	Disease Prevention								
89	Communicable diseases and vector-borne zoonotic diseases	Report on incidences of diseases (malaria, congo fever, anthrax)	Monthly reports		3 reports	3 reports	3 reports	3 reports	
90	Inspection of food poisoning	Report on food poisoning to provincial government.	Monthly reports		3 reports	3 reports	3 reports	3 reports	
91	Hazardous Substances								
92	Inspection of hazardous substance premises	Percentage of hazardous substance premises complying to legislation	100% of inspected premises		100%	100%	100%	100%	
93	Investigate pesticide poisoning cases	Incidence of pesticide poisonings	100% of cases		100%	100%	100%	100%	
94	Inspections at health care waste generators	Percentage of health care waste generators complying to legislation	100% compliant		100%	100%	100%	100%	
95	Safe Food								
96	Safe food premises	Percentage of formal food premises complying to health legislation	100% of inspected premises		100%	100%	100%	100%	
97		Percentage of informal food premises complying to health legislation	100% of inspected premises		100%	100%	100%	100%	
98	Administer fortification programme	Compliance with guidelines	100%		100%	100%	100%	100%	
99	Safe Sanitation								
100	Conduct periodic surveys at households and schools	Percentage of households with access to safe sanitation	100% of surveys performed		100% of surveys performed	100% of surveys performed	100% of surveys performed	100% of surveys performed	
101	Safe waste disposal								
102	Solid waste removal	Number of days service not rendered	0 days		0 days	0 days	0 days	0 days	
103	Safe Water								
104	Safe Water sampling	Percentage of water samples performed	100%		100%	100%	100%	100%	
105	Cleansing								
106	Cleaning								
107	Litter campaigns	Number of campaigns	Number						
108		Number of planned cleaning activities	Number						
109	Dumping site								



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT :

DEVELOPMENTAL SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
110	Operate and maintain dumping site	Valid landfill permit	1 valid licence		1 valid licence	1 valid licence	1 valid licence	1 valid licence	
111		Site security measures in place	100%		100%	100%	100%	100%	



TECHNICAL SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
1	Head Technical Services								
2	Financial administrative control of departmental budget								
3	Develop, monitor and control departmental budget	% compliance with operational budget	100%	30/06/2009	100%	100%	100%	100%	System will kick out an error
4		% compliance with capital budget							
5	Human Resource Management								
6	Develop, monitor and control HR requirements	% of organisational structure staffed	100%	30/06/2009	100%	100%	100%	100%	
7	Occupational Health & Safety Programme								
8	Develop Occupational Health and Safety Plan	Approved plan	Plan approved		100%	100%	100%	100%	Occupational Health and Safety not over the whole department
9	Manage plan	% compliance with plan	100%		100%	100%	100%	100%	
10	Policy guidance on institutional and technical matters								
11	Guide and manage technical services personnel	Conducting monthly staff meetings	1 Meeting per month		100%	100%	100%	100%	
12	Guide and control IDP projects assigned to department	% progress of projects	100%		100%	100%	100%	100%	
13	Performance Management related matters								
14	Manage department's performance management framework	SDBIP reviews completed	Review completed		100%	100%	100%	100%	
15			100%		100%	100%	100%	100%	
16	Town planning & Building control services								
17	Establishment and management of town planning and building control services - Operational	% compliance with council guidelines	100%	30/06/2009	100%	100%	100%	100%	
18	Management of the execution of council resolutions/delegations	% of resolutions executed	100%	30/06/2009	100%	100%	100%	100%	Register Council resolutions
19	Electricity services								
20	Management of the execution of council resolutions/delegations - Operational		100%	30/06/2009	100%	100%	100%	100%	
21		% of council resolutions executed	100%	30/06/2009	100%	100%	100%	100%	
22	Establishment and management of Electricity services and workshop	Service operational	100%	30/06/2009	100%	100%	100%	100%	
23	Civil Engineering Works								



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT : TECHNICAL SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
24	Establishment and management of streets & storm water	Service operational	Yes	30/06/2009	100%	100%	100%	100%	
25	Establishment and management of water distribution	Service operational	Yes	30/06/2009	100%	100%	100%	100%	
26	Establishment and management of sewerage maintenance	Service operational	Yes	30/06/2009	100%	100%	100%	100%	
27	Establishment and management of building construction	Service operational	Yes	30/06/2009	100%	100%	100%	100%	
28	Management of the execution of council resolutions/delegations	% of council resolutions executed	100%	30/06/2009	100%	100%	100%	100%	
29	Civil Engineering Services								
30	Management of civil engineering services								
31	Coordinate service - Operational	% compliance with guidelines	100%		100%	100%	100%	100%	
32	Resource control	% compliance with guidelines	100%		100%	100%	100%	100%	
33	Civil Engineering Services: Water & Parks								
34	Establishment and management of recreation & parks	Service operational	Yes	30/06/2009	100%	100%	100%	100%	
35	Establishment and management of water purification	Service operational	Yes	30/06/2009	100%	100%	100%	100%	
36	Establishment and management of sewerage works & sanitation	Service operational	Yes	30/06/2009	100%	100%	100%	100%	
37	Management of the execution of council resolutions/delegations	% of council resolutions executed	100%	30/06/2009	100%	100%	100%	100%	
38	Civil Engineering - Water and Parks								
39	Management of civil engineering services - water & parks								
40	Coordinate service - operational	% compliance with guidelines	100%		100%	100%	100%	100%	
41	Resource control	% compliance with guidelines	100%		100%	100%	100%	100%	
42	Projects								
43	Implement all departmental projects	% compliance with project goals, timeframes & guidelines	100%		100%	100%	100%	100%	
44	Future Civil Engineering planning								
45	Function operational	Master Plan in place	Yes		100%	100%	100%	100%	
46	Future Electricity planning								
47	Function operational	Master Plan in place	Yes		100%	100%	100%	100%	
48	Management of fleet management services								
49	Coordinate service - operational	Compliance with guidelines	100%		100%	100%	100%	100%	
50	Resource control	Compliance with guidelines	100%		100%	100%	100%	100%	
51	Electrical Services								
52	Metering								



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT : TECHNICAL SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
53	Electricity Connections	% of connections in relation to requests by contractor	100%		100%	100%	100%	100%	New connections register
54	Conventional Meters	% reported meters investigated							
55	Faulty Prepaid Meter replacements	Compliance with inspection programme	100%		100%	100%	100%	100%	Report (prepaid meters and meters test book)
56	Maintenance of streetlights and high masts								
57	Execute maintenance plan	Approved plan - Highmasts	Functional operational		100%	100%	100%	100%	Monthly register of maintenance
58		Approved plan -Streetlights							
59	Conduct repairs	% of requests attended to	100%		100%	100%	100%	100%	Register of repairs request
60	Vehicle management	Vehicle checklists	monthly						
61	Distribution								
62	Execute of maintenance plan	Monthly report on Inspection List	monthly		100%	100%	100%	100%	Substasie logstaat, monthly reports
63		Breakdowns attended to (Apply NRS Standards)	100%		100%	100%	100%	100%	
64	Vehicle management	Vehicle checklists	monthly						
65	Installation Maintenance								
66	Execute maintenance plan	Monthly report on Inspection List	100%		100%	100%	100%	100%	
67	Roads								
68	Road maintenance								
69	Inspection programme	% repairs as result of inspections	100%		100%	100%	100%	100%	
70	Road lines and signage								
71	Road lines programme	% adherence to Programme	100%		100%	100%	100%	100%	
72	Signage programme	% inspections							
73	Monitor programme execution	% of signage erected as planned	100%		100%	100%	100%	100%	
74		% of road lines painted as planned	100%		100%	100%	100%	100%	
75	Storm water								
76	Storm water maintenance								
77	Development of Plan	Approved programme	Approved programme	30/10/2009	100%	100%	100%	100%	
78	Conduct maintenance	% of maintenance requests completed	100%		100%	100%	100%	100%	
79		% of maintenance plan executed	100%		100%	100%	100%	100%	
80	Water Distribution								
81	Water reticulation								



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT :

TECHNICAL SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
82	Attend to leaks, bursts and queries	Register updated	Daily	01/01/1900	100%	100%	100%	100%	
83	Meter connections	New connections	As and when required	100% compliance	100%	100%	100%	100%	Quarterly reports
84		Meter replacements	As and when required	100% compliance	100%	100%	100%	100%	
85		Pre-paid meters installed	As and when required	100% compliance	100%	100%	100%	100%	Lack of funds to purchase prepaid meters
86	Sewerage Maintenance								
87	Sewerage reticulation								
88	Attend to sewer blockages and queries	% of blockages unblocked	100%		100%	100%	100%	100%	
89	Sewer connections	No of sewer connections	As and when required	100% compliance	100%	100%	100%	100%	
90	Building Construction								
91	Minor building construction / upgrades								
92	Manage ad-hoc work requests - Operational	% of requests attended to	100%		100%	100%	100%	100%	Interdepartmental request: Record keeping on Finance system
93	Fleet Management and Workshops								
94	Fleet management								
95	Manage vehicle, plant and equipment availability	% availability	100%	01/01/1900	100%	100%	100%	100%	
96	Workshops								
97	Installation Maintenance of vehicle, plant and equipment	adherence to plan	100%		100%	100%	100%	100%	Vehicle maintenance logbook
98	Execute maintenance plan	Monthly report on Inspection List	100%		100%	100%	100%	100%	
99	Parks and Recreation								
100	Cemetries								
101	Terrain maintenance (grass)	Adherence to maintenance programme	ongoing		100%	100%	100%	100%	
102	Burial register	Register updated	Yes		100%	100%	100%	100%	Burial register
103	Grave plots	Register updated	Yes		100%	100%	100%	100%	Grave plots register
104	Horticulture								
105	Playground equipment	OHS completed	monthly		100%	100%	100%	100%	Playground register
106	Lawns	% compliance with mowing plan	100%		100%	100%	100%	100%	
107	Execute pruning program	% compliance with program	100%		100%	100%	100%	100%	

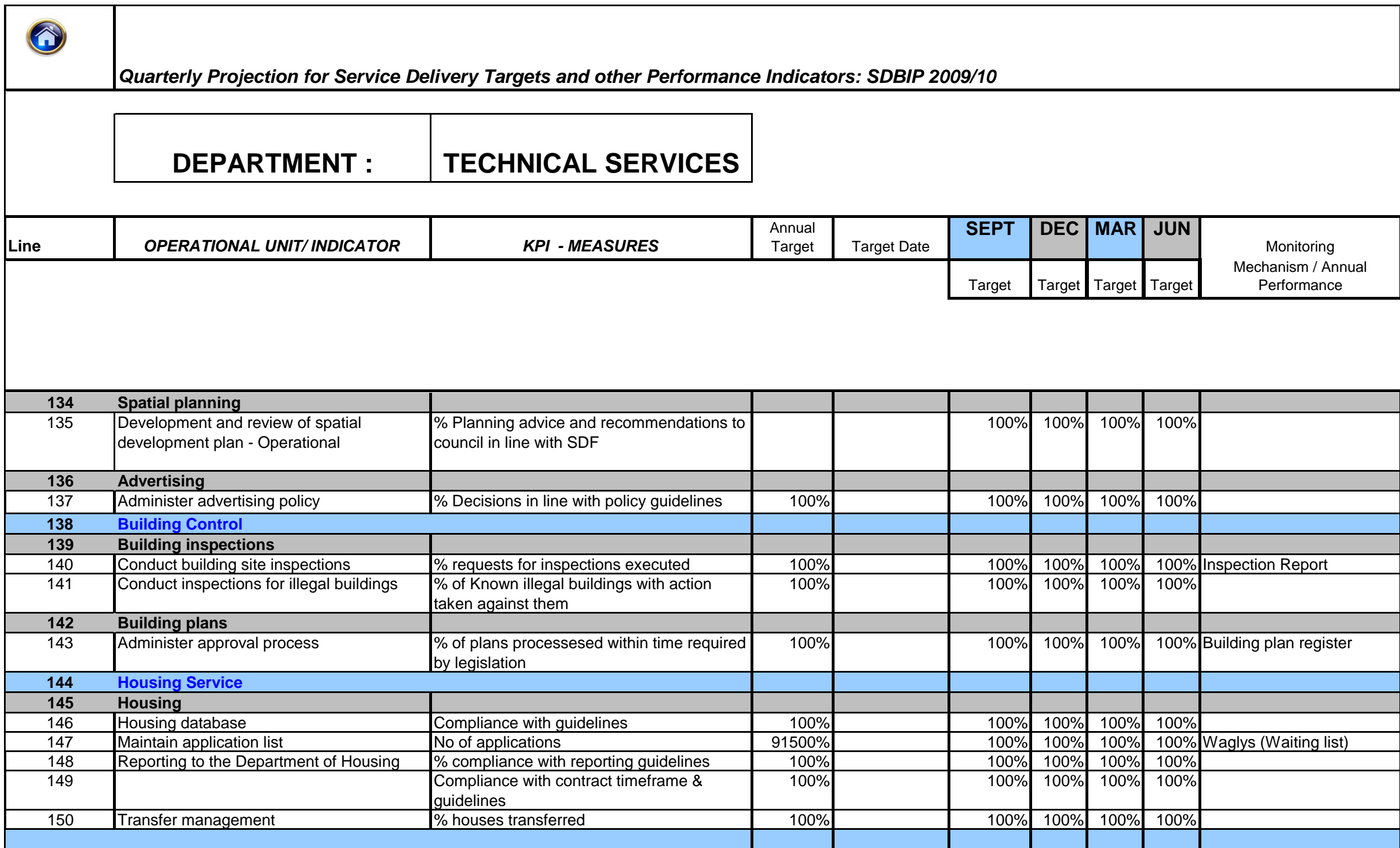


Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT :

TECHNICAL SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
108		Trees felled when required	As and when required		100%	100%	100%	100%	Trees felling report
109	Vehicle management	Vehicle checklists	monthly						
110	Recreation								
111	Development and review of recreation plan - Operational	Adherence to plan	Plan approved		100%	100%	100%	100%	
112	Sportsgrounds								
113	Conduct turf Maintenance	% of Field Maintenance Programme executed	100%		100%	100%	100%	100%	
114	Vehicle management	Vehicle checklists	monthly						
115	Swimming pools								
116	Execute maintenance plan	% of swimming pool Maintenance Programme executed	100%		100%	100%	100%	100%	
117	Vehicle management	Vehicle checklists	monthly						
118	Water Works								
119	Water provision								
120	Compliance with DWAE guidelines	% compliance with DWAE guidelines	100%		100%	100%	100%	100%	Waterworks reports: Monthly report
121	Sewerage Works								
122	Sewerage works - (oxidation dams)								
123	Manage maintenance plan	Approved plan	Plan Approved	30/10/2009	100%	100%	100%	100%	Approval
124	Sewerage works								
125	Manage maintenance plan	Approved plan	Plan approved		100%	100%	100%	100%	
126	Manage effluence quality programme	% tests compliance Compliance with DWAE guidelines	100%		100%	100%	100%	100%	
127	Town Planning & Building Control								
128	Management of town planning and building control services								
129	Budget control	% compliance with budget	100%		100%	100%	100%	100%	
130	Geographic Information System (GIS)								
131	Maintenance of IT system -Operational	% GIS updates sent to IT section	100%		100%	100%	100%	100%	GIS Report of all applications sent (not captured)
132	Land use management and Property planning								
133	% of Landuse applications compliance with checklist i.t.o. re-zoning, departures, subdivisions , consent use	% of plans processsed within time required by legislation-Compliance with Northern Cape Planning and Development Act II	100%		100%	100%	100%	100%	





Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT : FINANCIAL SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring
					Target	Target	Target	Target	Mechanism / Annual Performance
1	Head : Financial Services								
2	Financial administrative control of departmental budget								
3	Develop, monitor and control departmental budget	Actual expenditure as a % of approved expenditure	0.95	monthly	95%	95%	95%	95%	
4		% of capital budget spent	0.95		95%	95%	95%	95%	
5	Control IDP projects (capital) assigned to department	Project status	Report by date (SDBIP)	Quarterly	100%	100%	100%	100%	
6	Human Resource Management								
7	Plan, monitor and control HR requirements	Compliance with HR policies	1	Daily	100%	100%	100%	100%	
8	Manage financial services personnel	Time spent	Meetings per month	monthly	100%	100%	100%	100%	
9	Billing & Revenue Collection function								
10	Establishment and management of Billing & Revenue Collection Department	Number of posts filled as a % of approved post in organogram	0.842	Quarterly	84%	84%	84%	90%	
11	Management of the execution of council resolutions/delegations	% of assigned council resolutions executed	1		100%	100%	100%	100%	
12	Financial & Asset Management function								
13	Establishment and management of Financial & Asset Management Department	Number of posts filled as a % of approved post in organogram	0.84	Quarterly	84%	84%	84%	92%	
14	Management of the execution of council resolutions/delegations	% of assigned council resolutions executed	1		100%	100%	100%	100%	
15	Supply Chain Management function								
16	Establishment and management of Supply Chain Management Department	Number of posts filled as a % of approved post in organogram	0.8		80%	80%	60%	80%	
17		Monthly/quarterly tender statistics	By date		100%	500%	100%	100%	
18		Compliance with council policies	1		100%	100%	100%	100%	
19	Management of the execution of council resolutions/delegations	% of assigned council resolutions executed	1		100%	100%	100%	100%	
20	Occupational Health & Safety function								
21	Implement Occupational Health and Safety Plan	Approved plan	Approved Plan		100%	100%	100%	100%	
22		Compliance with legal requirements	1		100%	100%	100%	100%	
23	Policy guidance on institutional and financial matters								
24	Review legal and administrative directives	No of reviews	Reviewed	31/05/2009	0%	0%	0%	100%	
25		Updated policy file	Updated	31/05/2009	0%	0%	0%	100%	
26	Develop new policies, bylaws and procedures	Updated register	Updated	31/05/2009	0%	0%	0%	100%	
27	Review policies, bylaws and procedures	Updated register	Updated	31/05/2009	0%	0%	0%	100%	
28	Review Policies and By-laws	Reviewed and approved Municipal Property Rates Policy and By-law	Approved	31/05/2010	0%	0%	0%	100%	
29		Reviewed and approved Tariff Policy and By-law	Approved	31/05/2010	0%	0%	0%	100%	
30		Reviewed and approved Customer Care, Credit Control, Debt Collection and Indigent Household Policy	Approved	31/05/2010	0%	0%	0%	100%	
31		Reviewed and approved write-off of irrecoverable debt policy	Approved	31/05/2010	0%	0%	0%	100%	



DEPARTMENT :		FINANCIAL SERVICES							
Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
32		Reviewed and approved Supply Chain Management Policy	Approved	31/05/2010	0%	0%	0%	100%	
33		Reviewed and approved Asset Management Policy	Approved	31/05/2010	0%	0%	0%	100%	
34		Reviewed and approved Investment Policy	Approved	31/05/2010	0%	0%	0%	100%	
35	Budget and Treasury Function								
36	Prepare and compile annual budget and adjustments budget	Approved budget - Compliant with legal requirements	Approved	31/05/2009 and 31/03/2009	0%	0%	100%	100%	
37	Prepare annual financial statements	Compiled financial statements - Compliant with legal Requirements and submitted to Auditor General	Completion	31/08/2008	100%	100%	100%	100%	
38									
39	Performance Management related matters								
40	Manage department's performance management process	Approved SDBIP (Directorate)	SDBIP approved	Quarterly	100%	100%	100%	100%	
41	SDBIP Reports	SDBIP Quarterly Reports	Report by date	Quarterly	100%	100%	100%	100%	
42		Staff performance evaluations	Evaluation by date	Quarterly	100%	100%	100%	100%	
43	Reporting on National KPI indicators	Financial viability ratio's	Link - National KPI (SDBIP)	Yearly in Annual Report	0%	0%	100%	100%	Outstanding Debtors to Revenue , Debt Coverage, Cost Coverage
44	Manage execution of council resolutions/delegations	% of assigned council resolutions executed	1		100%	100%	100%	100%	
45		Compliance with council policies	1		100%	100%	100%	100%	
46	Annual Report	Required information submitted for compilation of Annual Report	Submitted	31/11/2009	0%	0%	100%	100%	
47	Administer external audit	Resolve issues raised in management report	Issues resolved	30/11/2008	0%	0%	0%	100%	
48	Billing								
49	Billing Management								
50	Billing administration	Timeous rendering of monthly accounts	12 times	By 30th of each month	100%	100%	100%	100%	
51		Nr of account queries as a % of accounts issued	<1%	monthly	1%	1%	1%	1%	word rekeninge korrek gelever
52		Maintain billing system	All connections and final disconnections processed before billing run		100%	100%	100%		
53		Nr of meters read as a % of total meters	>95%	monthly	95%	95%	95%	95%	
54	Municipal Property Valuation Roll								
55	Update Municipal Valuation Roll through Interim Valuation	Approved Interim Valuation Roll (IVR)	Approved	30/06/2010	0%	0%	0%	100%	
56	Maintain Municipal Valuation Roll on Municipal Financial System	Update approved IVR and into Financial System	Updated	30/06/2010	0%	0%	0%	100%	
57	Debt Collection, Credit Control and Indigent Household Management								
58	Debt collection & Credit Control								

**Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10****DEPARTMENT : FINANCIAL SERVICES**

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
					Target	Target	Target	Target	
59	Debtors administration	Debtors Ratio	?		?	?	?	?	
60		Current debtors as a % of total outstanding debtors	<30%/32%/32%/36%		30%	32%	32%	36%	
61		Payment % of current financial year	0.99		99%	97%	98%	99%	
62	Indigent Household Management								
63	Free Basic Services	Number of households earning less than the amount approved by Council (2x old age pension allowance per month) with access to free basic services	10926	Link - National KPI	100%	100%	100%	100%	
64		Number of indigent households as a % of total households	60,1%	Link - National KPI	60,1%	60,1%	60,1%	100%	
65		Updated indigent Register - % indigents not updated	less 5%						
66	Budget and Treasury Office								
67	Budgeting								
68	Prepare budget process plan	Approved budget process plan	Approved	31/08/2009	100%	100%	100%	100%	
69	Financial Plan	Approved Financial Plan for inclusion in the IDP	Approved	31/05/2010	0%	0%		100%	
70	Compilation of Budget	Approved Budget	Approved	31/05/2010	0%	0%	0%	100%	
71		Approved adjustment Budget	Approved	31/03/2010	0%	0%	100%	0%	
72	Overall Budget control	Monthly sec 71 reports	monthly	10th working day	100%	100%	100%	100%	
73		Mid year sec 72 report	mid year	31/01/2010	0%	0%	100%	100%	
74	Annual Reporting								
75	Compilation of Annual Financial Statements	Approved Audit Plan	15/06/2010		0%	0%	0%	100%	
76		Timeous completion of AFS	31/08/2009		100%	100%	100%	100%	
77		Timeous completion of audit particulars file	31/08/2009		100%	100%	100%	100%	
78	Auditing process	Nr of audit exceptions not answered as a % of total audit exceptions	0	30/11/2009	0%	0%	0%	100%	
79	Auditor General Report	Timeous submission of comments on the findings in the AG Report	Submitted	31/01/2010	0%	100%	100%	100%	
80		Compile an Audit Outcome Recovery Plan	Approved	31/01/2010	0%	100%	100%	100%	
81	Assets Management								
82	Asset management								
83	Updated Assets Register	Maintain Assets Register through creation of BAK numbers for each asset to be procured	Maintained	Daily	100%	100%	100%	100%	
84		Appoint Consultant for the review useful lives of PPE project to be implemented by 30/06/2010 (Gamap 17)		30/09/2009					
85		Monthly report Assets created through BAK numbers and invoices paid not barcoded	quantity	Monthly	100%	100%	100%	100%	
86		Report of proof that annual verification of assets took place	Report submitted	30/06/2010	0%	0%	0%	100%	
87	Disposal of assets	Obtain council approval of assets to be disposed of that is not needed for basic service delivery	Approval	30/06/2010					
88	Insurance of Assets								
89	Assets insurance administration	Insurance policy confirming insurance of assets	Policy	01/07/2009	100%	100%	100%	100%	



Quarterly Projection for Service Delivery Targets and other Performance Indicators: SDBIP 2009/10

DEPARTMENT : FINANCIAL SERVICES

Line	OPERATIONAL UNIT/ INDICATOR	KPI - MEASURES	Annual Target	Target Date	SEPT	DEC	MAR	JUN	Monitoring Mechanism / Annual Performance
90		Apointment of insurer for 2010/11 Fin yr through competitive bidding process		30/06/2010					
91		Report % of insurance claims incidents not concluded	monthly		100%	100%	100%	100%	
92	Borrowing Management								
93	External Loans Register	Maintained Loans Register	Maintained	daily	100%	100%	100%	100%	
94		Principal repayments not honoured as a percentage of total loan repayment commitments	monthly		0%	0%	0%	0%	
95	Cashflow Management								
96	Cash management								
97	Cash received administration	Nr of incidents of cash received and not banked the next working day, expressed as a % of total number of cash deposits	<0.1%	Daily	<0.1%	<0.1%	<0.1%	<0.1%	
98		Nr of direct deposits not receipted as a % of total direct deposits received	<1%	Daily	<1%	<1%	<1%	<1%	
99	Administer daily cash flow management	Investments as a % of surplus cash	Percentage	Monthly	100%	100%	100%	100%	
100	Investments Register	Maintained Investments Register	Maintained	Daily	100%	100%	100%	100%	
101	Bank reconciliation	Nr of bank reconciliations not performed on a monthly basis as a % of reconciliations to be performed for the year	0	Monthly	100%	100%	100%	100%	
102	Expenditure Management								
103	Creditors Administration								
104	Creditors payment administration	Timeous payment of creditors (within 30 days)	1	Monthly	100%	100%	100%	100%	
105		Creditors older than 30 days as a % of total turnover (budgeted)	1	Monthly	100%	100%	100%	100%	
106		Nr of outstanding creditors payment queries needing corrective actions as a % of total creditor payments (cheques issued)	<0.1%		100%	100%	100%	100%	
107	Payroll Administration								
108	Salary payment administration	Timeous payment of Councillors and officials	12 times	Last day of each month	100%	100%	100%	100%	
109		Timeous payment of third parties	12 times	Monthly	100%	100%	100%	100%	
110		Timeous issueing of IRP5's	By 31/05/2010 (2010)	Yearly	0%	100%	0%	100%	
111	Supply Chain Management								
112	Supply chain management process								
113	Administer supply chain policy	Nr of orders issued compliant with SCM policy, procedures, delegations, and signing powers.	1	daily	100%	100%	100%	100%	
114		Monthly report of deviations from SCM policy	12 times	Monthly	100%	100%	100%	100%	
115		Quarterly report on tenders awarded	4	Quarterly	100%	100%	100%	100%	
116	Supply chain vendor database								
117	Maintenance of vendor database - Compliance with regulations/policy	Request in writing present vendors to re-register on database		31/08/2009	100%	100%	100%	100%	
118		Thought advertisement process, invite prospective vendors to register		31/08/2009					

